U.S. COAST GUARD

**********FLAG VOICE 183**********

CGHRMS PERFORMANCE

I recognize that CGHRMS performance problems over the last 10 days have created significant frustration in the field because eResumes and Enlisted Employee Reviews are coming due. These are administrative deadlines that can and have been extended or worked around until CGHRMS perfromance is restored.

First, let me assure everyone that we have been doing everything possible to identify and correct the problem. We have our best people on the problem as well as outside contractors and a PeopleSoft expert. We have made measurable progress, in particular over the last 48 hours, but we are not sure we have the problem completely resolved yet.

Second, there is a great deal of conjecture and misunderstanding among users as to the source of CGHRMS degradation. The problem is <u>not</u> with the CGHRMS software. The Web Server provided by PeopleSoft is the source of our performance problems. These surfaced after we upgraded the software maintenance tools used to maintain the PeopleSoft software. In the upgrade package, PeopleSoft included an upgrade to the Web Server software. The Web Server software component of PeopleSoft provides the web pages used to view the data in CGHRMS.

We have been making adjustments to the Web Server software and have seen improved performance. The web server last crashed at 1020 EDT for 1 minute today. After this, we made another adjustment and have not experience a crash even during peak operating hours. We will continue to closely monitor system performance and make further adjustment as necessary. We will solve this problem. I appreciate your patience and understanding. Please pass the word along.

Regards, Ken Venuto

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